



Top three actions called for by respondents to protect against COVID-19 PIC :

55%

are concerned about a rise in COVID-19 related Personal Injury Claims.

1

Indemnification by the state

2

Insurers vigorously contest opportunistic or exaggerated claims

3

Clear guidelines from the state in relation to minimizing COVID-19 risk.



Personal Injury Claims

Re-calibrating the duty of care and achieving meaningful insurance reform is more important than ever.



Business Interruption & Forbearance

33%

Business Interruption Claims

Tellingly, only 33% of policyholders have made BI claims.

96%

Refused or Pending BI

96% of those who have made BI claims have not seen success with insurers.

60%

Forbearance Claims Not Granted

60% of forbearance claims have not yet been granted - 18% have been denied, 30% are awaiting response and 12% have been offered credit on next renewal.

22%

Premium Rises

22% of renewals since the onset of COVID-19 have seen a rise in their premium despite a substantial reduction in economic and social activity levels and as such a massive reduction in risk.

The Impact



"we cannot afford any further delays to proposed reforms in this area. Our members identified reductions in general damages, a more balanced duty of care, reductions in legal fees and increased sanctions for fraudulent and exaggerated claims as essential reforms in the context of Covid19."

Peter Boland, Director Alliance for Insurance Reform

"Fear of being sued if a customer or staff member gets Covid would be a major concern and could deter some from reopening, the ordinary everyday risks are stressful enough in this litigious society without adding an infectious disease into the mix. It would make reopening extremely difficult and stressful."

Survey Respondent

"I believe this is the very time to resolve this on going, prohibitive and non-productive issue. The claim culture in this country does not serve the government or business alike. At a time when all businesses require financial assistance, addressing this issue would cost the government little and save business a lot."

Survey Respondent

*The survey was carried out among Alliance for Insurance Reform members between Friday 29th May and Sunday 7th June 2020.

There were 2,095 respondents spread primarily across the Hospitality, Motor & Transport, Leisure, Retail, Not-For-Profit, Healthcare, Arts & Entertainment and Manufacturing sectors.

Insurance in the context of this survey refers primarily to Public Liability, Employer Liability and Business Interruption insurance.